

# GET YOUR PATIENTS TO SAY "YES!"

## TREATMENT COORDINATOR CHECKLIST



# HIP

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Use this checklist daily to ensure that you and your fellow TCs follow the same process for each potential patient. If you execute this checklist for all new patient requests, you WILL see an increase in new patient starts, *guaranteed!*



## BEFORE PATIENTS GET TO THE OFFICE, YOU SHOULD...

- Respond to incoming consultation requests in less than 5 minutes
- Schedule their in-office consultation for within the next 72 hours
- Offer a VIRTUAL EXAM option to all online consultation requests



## AT THE IN-OFFICE CONSULT, BE SURE YOU...

- Limit the doctor's portion of the consult to 5 minutes (or less)
- Complete the entire consultation in 30-45 minutes
- Offer SAME DAY STARTS to boost conversions
- Incentivize TCs and office staff with a commission and contests



## TO OVERCOME PRICE OBJECTION, YOU NEED TO...

- Offer a single, easy-to-understand payment plan
- Limit your payments to \$300 down + \$200 monthly (maximum)
- Offer a high-value incentive for saying YES today
- Be FLEXIBLE: do whatever it takes to get the YES *before* they leave



## AND IF YOU DON'T GET THE 'YES!' TODAY...

- Don't give up! Follow up with each patient weekly for 1 month
- Offer attractive incentives to come back and start treatment